

Permit Support Services Division Work Plan, Updated 1/29/2010
Notification and Accreditation Section (NAS) and Permit Support Section (PSS)

1. Review and update all SOPs

The NAS will review and update all Standard Operating Procedures (SOPs) at least biennially, post timely, and draft SOPs for processes where no SOP is available.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates:
	N/A	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov	All existing NAS SOPs have been updated and posted on 8/19/09 and 8/20/09, respectively. A new SOP, "Asbestos-Lead web maintenance" was completed and posted on 10/28/09; the NEW AHERA Grant SOP was posted 11/13/2009.

2. Update Regulations

The NAS will consider drafting revisions to the following regulations: <ul style="list-style-type: none"> Emissions Standards for Demolition and Renovation Asbestos Containing Materials in Schools and State Buildings, Agent Accreditation Plan Laboratory Accreditation 	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates:
	N/A	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov	<ul style="list-style-type: none"> Emissions Standards for Demolition and Renovation - proposed, tentative promulgation date: April 20, 2009; Received DEQ and EPA comments. Updating revisions Asbestos Containing Materials in Schools and State Buildings, Agent Accreditation Plan - revision in progress; Laboratory Accreditation - revision submitted to include revision of fee schedule.

3. Meet Grant Commitments

NAS will comply with the EPA OECA Asbestos Grant commitments and submit timely quarterly reports to EPA. End of Year Report	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates:
	N/A	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov	2008-2009 GY: Quarterly reports submitted timely on Jan. 15, 2009, Apr 22, 2009, July 15, 2009, and on October 15, 2009. 1 st – 4th Q. reports on time; End of Year Report (10/1/2008-9/30/09) was submitted on time and included all necessary reports to EPA. 2009-2010 AHERA Grant began October 1, 2009-1 st Quarter report ending Dec 31, 2009, and was sent to EPA on Jan. 26, 2010.

4. Submit HW Import/Export Report to Legislature

The NAS will update the Hazardous Waste Annual Report and submit it to the Louisiana Legislature, including information on Import/Export of Hazardous Waste.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates:
	Transparency	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov	The 2008 Hazardous Waste Annual Report dated July 9, 2009 was submitted to the Louisiana Legislature on time, July 21, 2009.

5. Increase efficiency in LELAP program

The NAS will implement a streamlining plan for the Laboratory Accreditation program to increase efficiency.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates:
	Investment in Employees	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov	The LELAP streamlining plan was completed and implemented on August 5, 2009.

6. Post Accredited Labs and Scopes on web site

The NAS will post information on the Laboratory Accreditation web site on how to obtain laboratory and stack testers Scopes of Accreditation from EDMS, the computer system housing DEQ's scanned files which is open to the public for view.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates:
	Transparency	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov	This task has been completed. See LELAP web site at: http://www.deq.louisiana.gov/portal/tabid/2925/Default.aspx .

7. Conduct Workshops

The NAS will conduct various workshops for the regulated community and the public, none of which are required by regulations.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates:
	Transparency Front-Loading	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov	The <u>Asbestos & Lead</u> workshop is scheduled for April 29, 2010. This Fiscal Year's <u>Solid Waste Operator</u> workshops were held on July 27-28, 2009 in Marksville; October 21-22, 2009 in Shreveport; and the next is scheduled for March 24-26, 2010 in Lafayette. Four <u>Annual Hazardous Waste Report</u> workshops have been conducted: Jan 6, 2010 in Lafayette; Jan 7, 2010 in Baton Rouge; Jan 13, 2010 in Alexandria; and Jan 14, 2010 in Shreveport. More info at: http://www.deq.louisiana.gov/portal/tabid/217/Default.aspx .

8. Review and Update all SOPs

PSS will review and update all Standard Operating Procedures (SOPs) at least biannually, post timely, and draft new SOPs when needed.	Secretary's Ten-Point Plan	For more information on this project, please contact:	<u>Status/Updates:</u>
	N/A	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	All SOPs up to date.

9. Assist in Implementation of Online Fee Submittals

PSS will assist IS in developing tools and processes for Online Fee Submittal.	Secretary's Ten-Point Plan	For more information on this project, please contact:	<u>Status/Updates:</u>
	Investment in Technology and e-Business	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	PSS is ready and awaiting request for assistance from IS.

10. Assist in Implementation of Online Permit Application Development

PSS will assist IS in developing tools and processes for Online Permit Applications.	Secretary's Ten-Point Plan	For more information on this project, please contact:	<u>Status/Updates:</u>
	Investment in Technology and e-Business	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	PSS is ready and awaiting request for assistance from IS.

11. Use Regional Office Staff to Assist in Hearings

PSS will elicit help from surveillance and regional PSSD staff to assist at hearings.	Secretary's Ten-Point Plan	For more information on this project, please contact:	<u>Status/Updates:</u>
	Regionalization	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	This goal has been completed. PPG has received assistance from both regional and permit staff during recent hearings in the Southwest, Acadian, Northwest, and Capital Regions.

12. Try to Reduce Cost of Air Public Notices

PSS will evaluate the size of Air Public Notices with the goal of reducing the size to reduce costs.	Secretary's Ten-Point Plan	For more information on this project, please contact:	<u>Status/Updates:</u>
	Investment in Small Business	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	Addressed air permit table size and reviewed requirements for public notices.

13. Update PPG AND NAS Webpages

PSS Staff will update the PPG webpage and the public notice webpage for easy access by the public with a more user friendly format and include more helpful information and links by February 1, 2010 (then continuously update it). NAS will maintain current lists of accredited employees of the regulated community, currently recognized training providers and trainers, hurricane related information, asbestos landfill information, and asbestos project notifications, etc.	Secretary's Ten-Point Plan	For more information on this project, please contact:	<u>Status/Updates:</u>
	Transparency	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	The Webmaster created the webpage and staff is working on the design. The NAS maintains 5 web pages: Solid Waste, Hazardous Waste, Lead-based Paint, Asbestos, and Hurricane Demolition in relation to Asbestos.

14. Modify Mail and Check Procedures for Septage Haulers

PAAR Staff will modify mail and check procedures (TEMPO check and Prepay) to include septage haulers by July 31, 2009.	Secretary's Ten-Point Plan	For more information on this project, please contact:	<u>Status/Updates:</u>
	N/A	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	Septage Hauler fee processing has been incorporated into existing check handling operations.

15. Move Expedited Permit Report Page

PSS Staff will move Expedited Permit Report to PAAR webpage from Public Notice webpage by Nov. 15, 2009.	Secretary's Ten-Point Plan	For more information on this project, please contact:	<u>Status/Updates:</u>
	Transparency	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	The Expedited Permit Processing Report has been redesigned. The report will be moved to the webpage when the new web design is complete.

16. Increase Renewal Letter Reminder Functionality

PAAR will develop process to send reminder renewal letters for expiring Air Title V permits by July 31, 2009.	Secretary's Ten-Point Plan	For more information on this project, please contact:	<u>Status/Updates:</u>
	N/A	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	PAAR is sending reminder letters for expiring Title V air permits.

17. Study Feasibility of Adding Other Support Activities to Permit Support Services

The efficiencies achieved upon implementation of online permit application submittal should result in greater utilization of PAAR staff in other areas, such as: application withdrawal letters; termination letters; notification of the need to submit permit applications for renewal; identification of expired permits, with notification to enforcement and the company; taking over FHA letters; or assisting with data clean-up projects.	Secretary's Ten-Point Plan	For more information on this project, please contact:	<u>Status/Updates:</u>
	N/A	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	PAAR now handles the administrative duties associated with the Ground Water Certification program. PAAR is assisting other OES staff in conducting records management projects.

18. Full TEMPO Implementation

By October 1, 2009, the PSSD DCLAs will develop a comprehensive plan to identify all accreditation, certification, and notification activities that do not meet full TEMPO use. The plan will describe the current usage in TEMPO. For each activity: <ul style="list-style-type: none">• A team leader will be designated who will be responsible for full TEMPO implementation, oversee an implementation team, and develop a timeline.• An implementation team will be established to provide technical expertise and remove roadblocks to full TEMPO use.• The implementation team will develop guidance document, SOPs and training towards implementation.• The implementation team will provide technical support to IT's online application initiatives.	Secretary's Ten-Point Plan	For more information on this project, please contact:	<u>Status/Updates:</u>
	N/A	Heather Babin P: 225.219.3301 E: Heather.Babin@la.gov Marcia Wittenberg P: 225-219-3302 E: Marcia.Wittenberg@la.gov	The DCLAs have developed a plan. It is under review by the administrator.

19. Business Timelines

By September 1, 2009, the NAS and PSS Managers will establish processing time goals for all routine business processes/ activities for complete applications or notifications.	Secretary's Ten-Point Plan	For more information on this project, please contact:	<u>Status/Updates:</u>
	N/A	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	Completed 8/28/2009.

20. PPR Performance Score Consistency

By September 15, 2009, the NAS and PSS Managers will ensure that Performance, Planning, and Review (PPR) plans for staff, incorporate meeting business timelines as part of the Work Product factor, and is considered during performance evaluate for all employees.	Secretary's Ten-Point Plan	For more information on this project, please contact:	<u>Status/Updates:</u>
	N/A	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	In progress. Business timelines are included in performance planning documents.

21. EDMS Documents Review

By October 1, 2009, the NAS and PSS Managers will establish an EDMS document plan. All documents that are submitted to EDMS will be identified by name, media, document type, subdocument type, and description.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates:
	N/A	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	Completed 8/28/2009.